

# Emergency Medical Services (EMS)

## Six Month Check-In

City of New Orleans

November 7, 2018



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# **I. Standardized Education/Training**

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# I. Standardized Education/Training

## Status Quo

- New Orleans Emergency Medical Services' (NOEMS) curriculum continues to meet the standards as documented by the National Highway Traffic Safety Administration; however, NOEMS had not explicitly outlined to each employee the expectations regarding clinical skills and knowledge.
- NOEMS' policy and procedure did not explicitly delineate the consequences an employee faces when they are unable to display the clinical skills necessary to practice within NOEMS.
- NOEMS employees were unsure of the process of remediation and/or retraining if/when it was necessary.



# I. Standardized Education/Training

## Scope

- Department policies were rewritten internally with assistance from the legal department and from EMS organizations at the state and national level.
- Staff have been challenged to meet these explicit guidelines.



# I. Standardized Education/Training Improvement/Why It Matters

- A standardized process has removed ambiguity and bias.
- These new policies promote less punishment and more assistance.
- Staff understand the department's expectations, and staff are being held accountable for maintaining a standard of excellence.



## **II. Sobering Center Proposed**

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## II. Sobering Center Proposed Status Quo

- Public intoxication has impacted the community with loss of life, reduced productivity, cost to taxpayers, and diminished quality of life and public health.
- Hospitals and jails are currently being used to address public intoxication.
- Little focus has been placed on how to connect chronic inebriates with long-term interventions and solutions.





## II. Sobering Center Proposed Scope

- A sobering center will provide a safe, monitored environment for intoxicated individuals to sober, regain baseline functioning, and return to their regular activity.
- A sobering center will also provide an opportunity to engage, motivate, and link hazardous substance users to recovery-oriented community services.



## II. Sobering Center Proposed Improvement/Why It Matters

- A sobering center may significantly decrease first responder transports to local hospitals and jails.
- Hospital wait times and costs will likely decrease.
- 911 response may be more available to respond to higher priority emergencies.



# III. Building Relationships with Local EDs

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# III. Building Relationships with Local EDs

## Status Quo

- ED physicians and nurses often feel disconnected from pre-hospital providers.
- ED staff is unaware of local public health resources and/or how to give their chronic patients substantive preventive care.
- EMS is charged with addressing the roles of local EDs and their effect on wait times and, ultimately, 911 response.



# III. Building Relationships with Local EDs

## Scope

- NOEMS is working to conduct quarterly meetings with each emergency department.
- NOEMS employees will be updated regularly on hospital news and changes.
- Local EDs will be updated regularly on New Orleans Health Department (NOHD) and NOEMS projects within the City.



# III. Building Relationships with Local EDs

## Improvement/Why It Matters

- EMS and EDs can troubleshoot and coordinate outside of times of emergency.
- EMS and Public Safety can work with local hospitals to plan responses to citywide disasters and mass casualty events.
- EMS & EDs will be able to collaborate and strategize on interventions to improve the overall continuum of care.



## IV. Community Outreach & Training

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# IV. Community Outreach and Training

## Status Quo

- Chance of survival after cardiac arrest is greatest when bystanders initiate CPR.
- Only about 46% of people who experience out-of-hospital cardiac arrest get help that they need before EMS arrives.
- City Hall employees have previously been trained in hands only CPR, but community outreach and training have been limited.





## IV. Community Outreach & Training Scope

- NOEMS has been giving hands only CPR training to local businesses, churches, and nonprofit organizations.
- NOEMS is working with NOHD to continue to provide community outreach.



# IV. Community Outreach & Training

## Improvement/Why It Matters

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- CPR started only when EMS arrives is already several minutes too late.
- Bystander hands only CPR is easy and saves lives.
- Community engagement and training from the public safety team is empowering.

